

What's News

As We Become Lehigh Valley Hospital...

When TAH—LVHC becomes Lehigh Valley Hospital on April 9, present stationery will be instantly obsolete. Because the last thing the hospital wants is unnecessary waste, current ordering is at very minimal levels.

Departments with supplies like stationery and envelopes are asked to review inventory and return anything beyond reasonable need to the Storeroom. Other departments may be running short and there's no sense in small and unnecessary orders. The goal is to have just enough to last until new materials are available.

Internal supplies, such as memo forms, are to be used until supplies are exhausted.

In the meantime, Purchasing officials say, departments will be notified of arrival of replacement materials upon availability.

Departments are being asked to appoint an individual to serve as a representative on identity change matters to assist those supervising name change issues. A form to indicate who in each unit will be

Continued on Page 2

Geriatrics Group Ponders Results Of Profile Survey

With more than half the patients at TAH—LVHC in the above-65 age category, the basic question on the table explored the quality of service given "elderly" patients.

The group getting the first round of answers is the Geriatrics Interest Network, a task force organized by Mary DeHaven, coordinator of Prestige Health and Lisa Lacko, coordinator of the Ambulatory Geriatrics Evaluation Service (AGES).

Lisa Lacko, RN, was pleased that surveys were completed by 100 percent of patient care areas included in the study. Results suggest a wide variety of opinions and feedback

But what is "elderly?" The institutional profile generally sets the milestone at about 65 years of age, although many presented other factors that would differentiate between middle aged and elder groups. Some felt the point to be about 60, while others said 70 is the dividing line.

The heart of the study, though, focused on environmental issues such as:

- Are rooms comfortable?
- Is bed height appropriate?
- Are storage areas accessible?
- Are hallways easy to walk through?
- Are bathrooms in patient rooms adequate?

The questionnaire asked about telephones and call bells, shower floors and faucets, seating areas and lighting. Respondents gave mixed reviews. For example while nearly everyone thought electrical cords are appropriate and patient transfer is safe, opinion about bed controls was divided, and the data suggests uncertainty about how easy it is to maneuver in rooms. Departments are easy to find, results indicate, but parking is inadequate.

DeHaven says survey respondents offered a batch of suggestions about improving service to

Continued on Page 8



The Allentown
Hospital—
Lehigh Valley
Hospital Center
A HealthEast Hospital

The Name Change

Continued from Page 1

the focal point for information is being distributed to department heads.

Finally, when you use site designations for geographical purposes after April 9, use "17th & Chew" instead of TAH site and "Cedar Crest & I-78" instead of LVHC site.

More details about name usage will be forthcoming

Ready, Set, Diet

HealthCounts, the employee and community wellness program of TAH—LVHC, in conjunction with Food Services, will begin a new and improved "Lean On Me" weight loss competition for employees working at TAH site. A similar program is planned for LVHC site employees next year.

Activities are scheduled to begin in mid-March and conclude in June. Changes in the program include competition over a 12-week period to allow participants more time to achieve goals, meetings every two weeks to help accommodate schedules of participants, and changes in the point system to encourage an increase in regular exercise as well as body weight reduction.

TAH site employees are encouraged to form five-member teams, have a captain and a team name, and to call HealthCounts at 821-2150 for additional information.

Benefit Art Auction

The 5th Annual Benefit Art Auction, sponsored by the Professional Nurse Council and Friends of Nursing, will be presented March 5 beginning at 6:30 p.m. in LVHC site auditorium.

Bidding in the fast-moving auction starts at 7:30 p.m., and the ma-

jority of art will have opening bids in the range of \$60 to \$150. There will also be a Collector's Corner featuring turing more expensive works of art.

General admission is \$5 per person, but those who wish to be Patrons of the event will receive two tickets for \$25.

Proceeds from the auction are used for scholarships for HEI/TAH—LVHC employees pursuing nursing education. Last year, a total of \$10,000 in scholarships was awarded.

Reading Material

Fans of Pearl S. Buck will have plenty to read at various waiting areas throughout TAH—LVHC, thanks to a donation of 100 sets of the two-volume *Pearl Buck Reader* from Reader's Digest Books.

The books were given by the Pearl S. Buck Foundation to the Health-East Trust Fund, to be distributed throughout the hospital, and include condensed versions of many of the famous author's stories.

Barbara J. Friedenheim, director, Donor Relations, said distribution of the books to patient and visitor waiting areas was made possible through the cooperation of Receiving and Volunteer Services.

HRD Activities

The next *hospital orientation* will begin at 8 a.m. at LVHC site on Feb. 17, and an optional tour of both sites will be held Feb. 19 beginning at 1 p.m. at TAH site and 2:30 p.m. at LVHC site.

CPR recertification will be held in the 24-hour period beginning at 10 a.m. Wednesday, March 25 in the Nursing Learning Laboratory, GSB, at LVHC site.

CPR certification, for which pre-registration is required by calling ext.

2430, will be held in two parts on Friday, March 6 and Tuesday, March 10 and attendance is required for both. Both parts will be presented in Room 900, School of Nursing, TAH site.

Stress and Burnout — Care for the Caregiver will be offered March 17 from 9 to 11:30 a.m. in SON Auditorium, TAH site. Call ext. 2430 to register.

Coming programs in the Regional Symposium Series, sponsored by the Dorothy Rider Pool Health Care Trust and TAH—LVHC, include *Wilderness Medicine* on Feb. 22 and *Detection and Management of Fetal Anomalies* on March 5.

Also scheduled is *The Third Annual Symposium on Infectious Diseases* on March 12 from 12:30 to 4:30 p.m. at LVHC site auditorium. Topics include presentations on fever, hepatitis and malaria and faculty includes Bennet Lorber, MD, Temple University Hospital; Luther V. Rhodes III, MD, Chief, Infectious Diseases, TAH—LVHC; and Raymond P. Smith, MD, VA Medical Center, Albany, N.Y.

Fecal and Urinary Incontinence: Review and Update is the topic of a March 21 symposium from 8 a.m. to 12:45 p.m. at LVHC site auditorium. Faculty includes Kathie D. Hesnan, RN, BSN, CETN, Home Care of the Lehigh Valley; Edward J. Mullen Jr., MD, TAH—LVHC; Diane K. Newman, RN, MSN, CRNP, vice president of Golden Horizons, Inc., Newtown Square; Lester Rosen, MD, FACS, TAH—LVHC; and Paul C. Rousseau, MD, Good Samaritan/VA Medical Center, Phoenix, Ariz.

Additional information and registration is through Human Resource Development, ext. 8322.

Benefit Golf

The Burn Prevention Foundation,

in conjunction with the Major League Baseball Alumni Association, will present "Swing with the Legends" Golf Classic on June 22 at Silver Creek Country Club in Hellertown.

A total of 128 amateur golfers will team up with 32 former baseball greats to benefit the foundation. Among baseball legends who have participated in the tournament are Joe DiMaggio, Ernie Banks, Willie Mays, Gary Maddox, Larry Boa and celebrity chairman Tug McGraw. Co-chairmen of the event are Gary K. Shorts, publisher and CEO of *The Morning Call* and Edward R. Kornberger, branch manager of IBM.

On The Move

Infection Control and the AIDS Activities Office have relocated to the fourth floor of School of Nursing at TAH site and have new telephone numbers and interoffice mail addresses.

Infection control, which includes Andrea Geshan, director; Rebecca Bartow, RN; Terry Berger, RN; Bernadette Kratzer, RN; Elaine Walz, RN; and Debbie Sterner, is in Room 4917 and the new telephone extension is 2413.

The AIDS Activities Office staff includes Kim Badillo, MHT; Maria Farkas, RN; Beth Hyde, RNFNP; Nick Jupina, Heide Block, Debbie Mankos and Linda Freed. It is located in Room 4911 and the new telephone number is ext. 2400.

Terminology Grads

Human Resource Development recently recognized 20 employees who successfully completed the Medical Terminology course. They include:

Robin Brandon and Sandra Buck, Pharmacy; Janet Dinsmore, Admit-

ting; Janet Engleman, Food Service; David Fazekas, SPU; Eileen George, Clinical Laboratories; Jean Heffelfinger, Safety Office; Kay Heller, 4S; Diana Hemerly, Communications; Margaret Herzog, Information Desk; Neil Keefer, Nursing; Michele Kline, Healthy Business; Pamela Leibig, PACU; Barbara Lewis, Lehigh Valley Hospice; Julie McDonald, Admitting; Sue Micek, Nursing Services; Heera Rajan, Food Service; Joyce Strauch, Admitting; and Sylvia Wiczorek, Admitting.

Food For Thought

Inspired by the L.L. Bean customer service philosophy, the newsletter of the Pennsylvania Society of Patient Representatives and Consumer Affairs recently published the following, shared by Nancy Stevens, patient representative:

What is a Patient?

The patient is the most important person in the hospital.

The patient is not dependent upon us — we are dependent upon the patient.

The patient is not an interruption of our work — the patient is the purpose of it.

The patient is not an outsider to our business — the patient is our business!

The patient is a person and not a statistic.

The patient has feelings, emotions, prejudices and wants.

It is our business to *satisfy* the patient.

Hotel Discounts

Comfort Suites on Hamilton Boulevard offers discounts on room rates

to families of hospital patients. A spokesperson for the hotel indicated that the rates vary with season, and inquiries may be directed to the hotel at 437-9100.

Lost Articles

Employees are reminded that lost belongings should be reported to Security, not patient representatives. The following information should be reported, suggests Maryanne Falcone, patient representative:

- Name of the owners
- Contact person (if different than the owner)
- Nursing unit if lost item belongs to a patient
- Phone number
- Description of lost article
- Date, time and place last seen.

Security's telephone numbers are ext. 8220 at LVHC site, 2985 at TAH site, or through the page operator, ext. 8999.

CheckUp is a biweekly publication of the Public Relations Department of HealthEast, Inc. / The Allentown Hospital—Lehigh Valley Hospital Center. To submit an article or for additional information, call ext. 3007.

Our Quality Policy

Our commitment is to quality in everything we do. This can only be achieved if we provide services that conform to clearly understood requirements. We are dedicated to continuous improvement in our work processes. Our approach is based on "Prevention" and the concept of "Do it right the first time."

**Equal Opportunity Employer
M/F/H/V**

Mailroom Initiative Cuts Cost, Improves Delivery Service

Seven cents may be just a nickel and two pennies to most people, but it's serious money to Richard Cardona, supervisor, Transport/Mailroom/Print Shop Services, TAH site.

TAH—LVHC spends about \$10,000 a year for business reply mail — the pre-addressed envelopes that don't require a stamp. They're used, for example, to encourage return of patient surveys as well as a wide variety of other purposes.

The 38-cent postage for each piece of business reply mail is the first class rate plus the cost of U.S. Postal Service accounting services for permit holders.

So when Cardona goes after seven cents, he's thinking in terms of an 18 percent discount on a lot of mail.

The tale of a nickel and two pennies is a classic in quality initiatives. Cardona learned of the discount, offered by the Postal Service to those whose envelopes meet specific requirements, and began to investigate.

The Postal Service offers it to those whose envelopes have Zip-plus-Four mailing addresses in correct order, with bar codes in the right place, and other proper layout that allows very high speed machinery to "read" the addresses and skip one step in mail sorting.

Organizations with Business Reply Mailing Accounting System (BRMAS) permits get regular statements that show how much mail is processed at the 38-cent and the 31-

cent rates. Cardona noticed that in the past TAH site received no discounts because none of the envelopes ordered by various departments met the requirements of the Postal Service.

And, he says, it's not just a matter of a nickel and two pennies in postage. "Departments were using high quality envelopes for business reply purposes," he notes — but more importantly were waiting an extra day because the information on the envelopes didn't conform to the requirements of postal machinery.

He reasoned that when enormous amounts of money are in transit daily to the Business Office, getting those checks deposited 24 hours sooner would be a good idea.

Working with Purchasing and the Postal Service, Cardona established a simple system through the appropriate vendor to make sure both business reply and "courtesy" reply envelopes met Postal Service requirements. Courtesy reply envelopes are like business reply, but require a stamp.

Cardona notes that Purchasing used the opportunity to review envelope requirements and find additional savings.

The new system means individual departments don't have to worry about the specific details of envelopes. They simply provide the infor-

mation to the appropriate buyer, and in a timely manner correct and economical envelopes are ordered and delivered.

Cardona's real pride, though, is in reduction of rates of nonconformance at TAH site to zero. His re-

ward? As of Jan. 1, all business reply permit numbers were consolidated to TAH site permit number 1022, with the lone exception of the Burn Foundation, which will continue to use its existing permit. Cardona's goal is to

obtain the discounts for all other business reply pieces that recently came under the single permit. But this time the road may be easier.

That's because the system is in place and works well, so as envelopes are reordered, Purchasing and the Mailroom ensures accuracy in format.

Second, the hospital's name change on April 9 will make everything current obsolete, so present supplies are being depleted.

Richard Benjamin, director, Purchasing, says current ordering is only for limited quantities of supplies because of the name change.

In the meantime, Cardona encourages all departments using business reply or courtesy reply envelopes to use the system through Purchasing because it's easier. Besides, correct envelopes come from the post office neatly bundled — and those that don't conform are easy to spot. They've got a nickel and two pennies written all over them.

Seven cents is one thing, and better service is another. But the real pride is in doing it right.

Teamwork involving Purchasing and the Postal Service made the difference.

All Aboard For ExpressCare!

The typical patient could be a sick child with a fever of perhaps 100.9 degrees, brought to the Emergency Department at TAH site late in the day by a working mother. The child is cranky and perhaps crying.

Or the patient might be a man who's just slammed a door on his hand and suspects a finger might be broken.

They will be among the 90 or so patients seen every day at TAH site Emergency Department. Because care is provided on the basis of severity of illness or injury, those with minor emergencies must wait. And wait.

Mary Alexander, RN, head nurse, says it's just not right for those with relatively minor illness or injury — but major to them — to have to wait for as much as three hours to be helped.

Enter a concept called "ExpressCare," quietly launched in mid-November.

About one in five or six patients are like the sick child or the fellow with the possible broken finger. By establishing extended triage procedures in Emergency, the unit now sends minor emergencies upstairs to the area formerly occupied by intensive care. There the patient receives quick attention by an Emergency Department physician and nurse and is probably on the way home in less than an hour. The triage decisions involve a set of protocols and higher level of responsibility for the triage nurse.

In a typical week in December, 634 patients arrived at TAH site emergency, and of them, 126 got "ExpressCare" treatment. The average time from point of registration to



departure was just 33 minutes. On Dec. 20, efficiency was so high that it was a lucky day for 25 patients who arrived, registered, were treated and released in an average of just 18 minutes.

During the hours of 1 to 9 p.m. Monday through Friday, the department has dedicated staff to provide ExpressCare service. Mary Ellen Beideman, RN, administrator, Nursing, explains that the hours were chosen as a starting point based on typical flow and historical data as to hours with increased usage.

ExpressCare operates with two bays of two beds each

When You Or A Friend Are Looking For A Physician...

"I recently moved to the area and I'm looking for a family physician. Can you refer me to a doctor near my home?"

"I'm expecting my first child soon and will need to find a pediatrician. Do you have any pediatric groups near TAH site?"

"I have a rash on my arm. What kind of doctor should I see?"

These and many other similar questions are handled daily by the Physician Referral Service that is answered by the staff of Physician Office Practice Services (POPS). The free service was developed to link individuals with private physicians who have staff privileges at TAH—LVHC and are accepting new patients.

Begun in May 1990, the Physician Referral Service line averages 459 calls per month. Through a networked computer tie-in with Medical Staff Services, the Physician Referral Service staff has access to information on the more than 700 members of the Medical Staff. Information such as medical school,

Light Bulbs: New Plan Aims To Keep Them All Shining

There are literally thousands of light bulbs, mostly fluorescent, throughout TAH—LVHC, and if it's one truth about bulbs it's that eventually they burn out.

In fact, according to Al Keller, supervisor, Engineering, a typical fluorescent bulb will quit about 2,000 hours after first being turned on. If it's in an office used only during the day, the bulb could survive almost an entire year. On the other hand, if it's in a hallway or above a unit desk, it might last only three months.

A new project is designed to reduce labor expense and increase Engineering effectiveness. It is driven by the principle that a given switch usually controls more than one bulb.

"Area relamping" reasons that if all the bulbs are about the same age, they're going to burn out at about the same time.

Those who've contacted Engineering to report burned out bulbs lately have been met with a host of questions: how many lights are in the area? What is the area's use? What work takes place below the light that is out?

The informal study has been part of a plan that's trying to get a handle on just how many hours a day a bulb is burning because the plan is that when one bulb is replaced, all connected to the same

switch will be changed, too.

The real cost of dealing with burned out bulbs, Keller explains, is not in the replacement of the bulb itself.

The larger, hidden cost is in the amount of time it takes to have a maintenance mechanic interrupt a task assignment, go to the unit, determine the type of bulb needed, return to Engineering, draw a bulb from stock, get a ladder, return to the unit and install the new lamp. The cost of labor raises the cost of a bulb change from \$1.50 to \$7.

Under the area relamping plan, all the bulbs are changed at the same time. Instead of changing three or four lamps as they burn out, it's actually more efficient to replace 20 to 30 in one sweep.

To pull it off, Engineering has defined each area by use and type of lighting. An area like a corridor may have several lights out and have no real impact on the work that takes place below it. Laboratories, nursing stations and other clinical areas may have fewer lights burned out before corrective action is taken.

Each time Engineering gets a call about a burned out bulb, the survey questions are asked again. As the data base continues to be refined, the goal of the project is to relamp an area just before the first bulb goes out.

All Aboard For ExpressCare

Continued from Page 5

and is fully equipped for an unexpected crisis.

Alexander notes this raises an important point about the service: the immediate availability of the entire hospital's resources should something that appears to be minor turn out to be an illness or injury of a far more serious nature.

Also from a consumer point of view, Beideman notes that the service is one of several options available to patients. It would be less expensive, she explains, for the woman with the sick child to make an appointment with a family doctor.

"But that might mean she would lose a day of work, or be otherwise inconvenienced. Here, she has a choice." It also improves options that a physician may give to patients who call after hours.

So far, the new service has been well received by patients who arrived anticipating the usual Emergency waiting room and found they received full attention and treatment in hardly any time at all.

Beideman and Alexander explain that the program became possible as a consequence of the merger, reduction of service duplications and the subsequent availability of space at TAH site. They see opportunity to expand ExpressCare as the hospital site becomes more and more oriented to ambulatory care.

ExpressCare was relatively quickly evolved and begun, and it hasn't been without little snags to be worked out, mostly involving patient paperwork and speeding up the process. Alexander worked with Admitting to streamline the process, and she says that the new information system offers potential to even greater efficiency.

When You Seek A Physician

Continued from Page 5

residency training, board certification, special practice interests and office hours are provided by telephone or via a physician profile, which is sent with a follow-up letter to each caller. The Physician Referral Service is available to members of the community and employees Monday through Friday from 8:30 a.m. to 4:30 p.m. by calling 778-CARE.

Eating Healthy: Cafeterias To Launch Nutritional Specialties

Observations, ideas and opinions continue to present themselves in the suggestion box at the cafeterias, and heading the list at LVHC site in January was a customer suggestion for microwave ovens for quick warm-ups.

Well, gee whiz, gang — there's two out there already. One is on the mezzanine and the other is just past the registers to the left. It is assumed, of course, that when consumers think "quick warm-ups," they refer to food products.

Speaking of warmed-up goodies, how about some self-service nachos? The feasibility of more self-service menu items, cafeteria officials say, will be researched in the future. The present food court system at LVHC site creates "traffic flow consideration and potential operational problems for some menu concepts."

Through the grapevine came a request for more frequent appearances by raisins on the salad bar. They show up every morning on the breakfast bar and salad bar officials try to make them available as much as possible there — but still have the challenge of presenting variety. The LVHC site salad bar is a big hit and Food Service is continually barraged with requests for one favorite item or another.

Taco salads came under fire for allegedly down-sized portions along with up-sized prices. Not so. The same standardized recipe and portions are constant.

Salad fans have also mounted a drive on the entree area, looking for vegetarian entrees for all the better health reasons. Good idea, says Food Service, announcing plans to unveil "Heartland Selections." The report is that hearty concepts in healthy dining is in the planning stages and will be introduced in March as part of National Nutrition Month festivities.

Speaking of festivities, cafeteria specials lists for the first half of the year were announced. On Feb. 14, the Valentine's Day Dessert Special is headlined with *Made to Order Cheesecake*, and on Feb. 27 the Chinese New Year will prompt "tastes of the Far East."

Irish touches will dance in on March 17, St. Patrick's Day, and in April "Fiesta Time" means food with a Mexican flair (and maybe even some nachos?). In May, it's

"Viva L'Italia on the 14th, while June promises western barbeque themes and a jamboree on June 18. Special patriotic fare is planned for July 4, and on July 23 the flavors of Hawaii will waft across the sandy shores of cash register islands.

In response to inquiries via Hotline, Food Service says cafeteria hours (open until 9 p.m. at LVHC site but only 6 p.m. at TAH site) aren't likely to change. Potential patronage at TAH site was studied and volume couldn't justify keeping it open after 6. Meanwhile, however, an extension of the Night Life program begun at LVHC site has become equally popular at TAH site. Under the plan, the cafeteria is opened in the middle of the night to accommodate the 11-to-7 shift.

Additionally, nutritional charts for entrees are being explored, but don't look for a chart for everything in the cafeteria; there are just too many different items.

Responding to an inquiry about employee discounts that came from TAH site but applies to both, Robert Smith, director, Food Service says employees who visit the cafeteria to round up take-out orders for several co-workers can't get the employee discount on the additional meals.

The reason, he says, is that the discount is for employees only, and only a hospital identification badge presented at the cash register will do. Cashiers can't assume multiple meals are all for employees. (On the other hand, if you get five sandwiches and put it on a single tab, you might get a strange look from the cashier about your appetite but it's considered only one meal and your identification badge applies.)

Finally, does Food Service staff get free food? They used to, at TAH site, but now with a merged department the policy is that workers get a \$2.50 "coupon" each day. How come? It is, Smith explains, a tradition in the food service industry that goes far beyond the hospital walls.

It goes without saying that any employee wishing to get a free lunch valued at \$2.50 may be accommodated by simply filling out a transfer request to join the troops on the patient tray line or at the dishwasher.

Several still complained about the end of free coffee, but the issue, says Food Service is a) closed and b) fair — 25 cents for a cup of coffee is still the best restaurant price in the Lehigh Valley.

***Let's hear it
for more
raisins!***

Events

Programs of Interest

Feb. 19 — "Bone Marrow Transplantation"; Speaker: David Prager, MD, chief of oncology, TAH—LVHC; 7:30 p.m.; Classroom 2, Lehigh Valley Hospital Center site; Sponsored by Comprehensive Community Cancer Center. Call 778-2582.

Feb. 24 — "Cancer and the Environment"; Speaker: Victor Risch, Ph.D., MD, radiation oncologist; 7 p.m.; Auditorium, Lehigh Valley Hospital Center site; registration required. Sponsored by Chronic Disease Education Committee. Call 821-2150.

Feb. 25 — "Working Out Stress"; noon and again at 7 p.m.; School of Nursing, The Allentown Hospital site. Sponsored by WomanCare. Call 778-3800.

March 5 — Prestige Health Orientation Breakfast; 9 a.m.; 2166 S. 12th St., Allentown; age 50 and older; new and prospective members welcome. Sponsored by Prestige Health. To register, call 798-7370.

March 11 — Smoke Stoppers®; Multifaceted, five-week group program with instructors who are former smokers; registration and fee required; 7 p.m.; Jewish Community Center, Allentown. Sponsored by HealthCounts®. Call 821-2150.

March 11 — "Time is Muscle: A Heart Attack Community Awareness Program"; Speaker: Connie Molchany, RN, MSN, cardiac clinical nurse specialist; 7 p.m.; Auditorium, Lehigh Valley Hospital Center site; registration required. Sponsored by Chronic Disease Education Committee. Call 821-2150.

Credit Union

Interest Rates

New Cars	8.9%	3 years, 5 percent down
New Cars	9.9%	4 years, 10 percent down
New Cars	10.9%	5 years, 20 percent down
Used Cars	12.3%	3 years maximum
Home Equity	9.9%	3 Years
Home Equity	10.9%	5 Years
Home Equity	11.9%	10 years
Personal	12.9%	25 percent of shares
Personal	13.9%	10 percent of shares

Dividends

\$1.00 to \$1,000.00, 4.10 percent; \$1,000.01 to \$10,000.00, 4.20 percent. Over \$10,000.01, 4.35 percent. Dividends are computed daily and posted to accounts on the last day of the month.

Business Hours

LVHC Site — Mondays, Tuesdays, Wednesdays, Fridays, 9 a.m. to 4 p.m., Thursdays, 3 to 5:30 p.m. Phone: 776-8404. TAH Site — Room 3900, School of Nursing. Monday, Tuesday, Wednesday and Friday, 11 a.m. to 1 p.m.; Thursdays, 1 to 4 p.m. Phone: 778-9499.

Geriatrics Survey

Continued from Page 1

elderly patients, and the majority felt educational programs about special needs might be a good idea. Some of this may surface at new employee orientations as well as special seminars, while other directions will include taking a look at the design of bathroom doors, hospitality issues in lobbies, making staff fully aware of services already in place but not well known, and so on.

"It creates an agenda for our

committee," Lacko says of the survey results, "especially in identifying problem areas and developing possible solutions."

Some concerns are relatively easy to resolve, such as having sturdy handrails in the halls, while others — such as the long walks from the LVHC site lobby to outpatient labs in the MOB — won't be as simple.

High on the list, though, is developing sensitivity to the special needs of elders.

Who Was On That Team?

A recent CheckUp article regarding the mail pilot program for physicians inadvertently overlooked identification of members of a corrective action team who participated in the project.

The group included Sharon Boley, Clinical Labs; Kip Bower, Security; Rick Cardona, Mailroom; Sue Cassium, Medical Records; Lou Geczi, Security; Will

Mest, Mailroom; Joe Pilla, Physicians Office Practice Services; Louise Solomon, Clinical Laboratories; Randy Stubits, Materials Management; and Mari Trenge, Clinical Laboratories.

The project extended courier deliveries to physician offices at 1251, 1259 and 1275 S. Cedar Crest, improving service and, based on projections, has the potential of saving \$18,000 in mailing expenses annually.

The Marketplace

Items for Sale

Rocking horse, large with electronicsound effects. Child's basketball hoop, free standing. Child's Teddy Ruxpin with tapes and books. Child's safety gate and bedrail. Ten-inch boy's bike. Twelve inch girl's bike. All items in excellent condition. Best offer. Call 865-0805.

Skis—975 Elan 180s with look bindings, white dolomite boots, size 10 women's, \$185. Call 377-9096.

Kenwood water softener. Excellent condition. Built-in timer, \$200 or best offer. Call 776-6987.

Stereo speakers using Perless drivers, 3 way with stands, \$300. Yamaha Amp CA610II, \$100. Call 285-2649.

Pfaltzgraff Village stoneware. Ten place settings. Tan. Includes butter, gravy and quiche dishes. Matching glass canister set, more. \$39. Ladies 3 speed bike with child seat, 24 inch, \$35. Four-slice toaster, \$5. Call 432-6936.

Chrysler 14 inch 4-lug wheels, \$10 for both. Twin bed frame, headboard, slats, footboard, side rails included, \$10. Call 262-1012 after 3 p.m., leave message.

Guitar, Fender stratacaster electric, mint condition, with case, asking \$325. Call 434-5899 evenings, weekends.

Pioneer all wood turntable with weighted tone arm, excellent condition, recently serviced, new stylus, asking \$75. Call 262-4538.

Tiger shark golf clubs, matching woods and irons. Woods: driver, 3, 5. Irons 3 through PW. Two utility wedges, 2 putters. Woods and irons regripped. \$630 value, sell for \$300. Call 966-3865.

Weight bench by DP plus two sets of weights. Call (717) 325-3499 after 6 p.m.

Nikon N4004 35 mm camera with 50 mm f1.8 lens. Shoulder strap and camera case includ-

ed, 3 years old, asking \$300 or best offer. Call 432-5728.

Hart Freestyle skis, 180 cm, Marker bindings, \$120. Call 434-8471.

AKC registered boxer pups, born 12/2/91, champion pedigree, fawn/white, males/females, ready to be taken home. Call 369-1995.

Simmons full-size orthopedic box spring and mattress, good condition, asking \$95. Call 432-8110.

Snow tires with rims, 14 inch, like new, only used three winters, radials, asking \$55 for all. Call 391-9218.

Handmade oak and ash shaker post bed, fits queen size mattress, \$500 or best offer. Call 770-0683.

Commodore 64 keyboard, cleaned and serviced in November, disk drive and printer. Brand new, used approx. 20 times, asking \$600. Call 398-8145.

Large poster picture of penguins, laminated on oak wood, \$40. Antique moving baby fan, 1930s. Tires with wheels for small car. Call 398-0932 after 4 p.m.

54 gallon electric hot water heater, like new, electric energy saver switch, \$152.00 Call 253-7939.

Motorcycle helmet, like new, medium, maroon, \$50. Call 797-4876.

Dark wood bedroom set—double bed, high boy dresser, bureau with mirror, 2 end tables, 2 lamps, \$300. Living room furniture: sofa, love seat, chair, 2 end tables, 2 lamps, coffee table, \$300. Call 395-2391.

Attractive, high performance skis, used only 3 times, Elan 195 cm, Marker 38m bindings, both for \$250 or best offer. Call 799-3629.

Vehicles for Sale

1989 Nissan Pathfinder, 2WD, AM-FM Stereo, 3.0 liter engine, 36,000 mi., excellent cond., tint

windows, must sell. Call John at 434-5899 nights, weekends.

1982 Custom van, nice condition, runs good, \$1800. Captains chairs, table. Call 433-2824 after 5 p.m.

1986 Olds Cutlass Supreme Oldsmobile, brougham, gray, V8, excellent condition, 20,000 mi., garage kept, new inspection sticker, new battery, \$7,500. Call 282-2263.

1985 Nissan 300 ZX, 55,000 miles, T-tops, Eagle GT tires, 5 speed, excellent condition, asking \$6,700. Call 435-1644.

1991 Honda CRX, 30,000 mi, black and grey interior, AC, PB, no PS, AM/FM Cassette, excellent condition, asking \$10,000, okay with bank, take over payments approved. Call 967-4420.

1986 Honda Accord LXI, 5 speed, blue hatchback, power windows, power mirrors, fog lights, cruise, excellent condition, high miles, asking \$4,750. Call 481-9148 after 5:30 p.m.

1978 Ford F150 4x4, AT, PB, PS, AC, bed cover, cap, plow, 351. 1985 Nissan Sentra SW, 5 spd, PS, PB, AC, R-defog, sunroof, tinted wind., 56,000 mi, exc. cond. Call 797-4876.

1984 Jeep CJ7 Renegade, red, black hardtop, 4 cyl, 4 spd, st. shift, PS, PB, new inspection, 53,000 miles, one owner, excellent cond., \$4895 or best offer. Call 282-3514, leave message.

1990 Dodge D250SE 4x4 pickup truck, 11,000 miles, showroom condition, rarely used. Automatic, AM/FM stereo, tilt wheel, power steering, power brakes, bed line, category 3 hitch, 360 engine, cloth interior. Well maintained. Listed at \$20,000, asking \$14,500. Call 682-7178.

1988 Suzuki Samurai, 35,000 mi, deluxe package, 5 speed, convertible, asking \$3,500. Call 432-2962.

1986 Chevy S10 Blazer 4x4, 2.8 F.I. V6, AT, PSA, AC, AM/FM/Cassette, nice vehicle, must

sell due to declining health, \$6,500 negotiable. Call 298-3165.

1988 Dodge Grand Caravan LE, midnight blue w/wood siding, power package, garage kept, excellent condition, average mileage, \$8,800. Call 838-1485.

1987 Chevy Camaro IROC-Z, white, T-tops, tinted windows, 350 5.7 liter TPI engine, new tires, custom interior dash and trimmings in stained glossed wood, electric windows, power locks, AC and has 34,000 miles. Call 432-6268.

1991 Ford Explorer, "Eddie Bauer", excellent condition, fully loaded with options plus CD player, JBL sytem and security system. Asking 22,000. Call 285-6656.

Real Estate for Rent

Executive house, beautiful home in Lower Macungie Twp., 3 or 4 BR, 2 baths, central air, 2 car garage w/openers, microwave/dishwasher and more on one acre lot. Available soon, \$925/month. Call 395-9272.

Three BR, LR, DR, eat-in kitchen, one bath, Allentown School District, south Allentown, five min. from TAH. \$600 plus utilities. Call 820-7648 after 5 p.m.

Two year old 3 BR 1-1/2 bath townhouse, 10 min. from LVHC or TAH, south Allentown. LR, DR, Kitchen, family room, storage area, 1 car garage w/opener. Central air, across from park. Call 391-1396.

Apartment: 2 BR on 2 different floors, porch, stained glass, hardwood floors, heat and hot water included, near West Park, \$500/month. Call 437-1849.

Beautiful SW Allentown studio apt for rent. Moving, take over lease through July '92, renew at your option. Serious inquires only. Call 797-1634, leave message.

Condominium — Stowe, Vermont. Four BR, 3 baths, off Mountain Rd, 10 min. from ski slopes. Call 967-3260.

One bedroom apartment within

The Marketplace

walking distance to TAH site. New paint, carpeting and flooring. Private entrance and fenced yard. \$475/month includes heat, hot water and electric. Call 433-6936 or 439-8130. Available immediately.

Real Estate for Sale

Two BR single home with detached two car stall garage, fully fenced in backyard. New coal stove, all appliances stay. Call 826-4776.

Emmaus — modern half twin, 3 BR, hardwood floors, new oil heater and hot water heater, quiet neighborhood, \$97,000.

Bright, cheery, West End Cape Cod, Parkland School District, corner lot, mature trees, large fenced-in yard, 3 BR, new plush carpeting, ceramic tile bath with new oak vanity, modern kitchen, new circuit breaker system. \$99,500. Call 821-8688.

Three BR twin located in east Allentown. Fresh paint, eat-in kitchen with all appliances, DR, LR, one bath, full basement and attic. Home available for immediate occupancy. \$39,500. Call 435-9106.

Three BR brick twin in great condition. Repainted, new oil hot water heater, furnace, replacement windows, two car off-street parking, fenced yard, close to LVHC and TAH, \$72,000. Call 434-6538.

Immaculate 3 BR townhouse. Attached garage, 2-1/2 baths, brick patio, many extras. Only 2-1/2 miles from hospital, \$99,500. Call 481-9443.

Florida mobile home, Ocala area, 1974. 12x60 on 90x150 lot with added DR, 3BR, 1-1/2 bath, chain link fence, shed, carport, asking \$23,000. Videotape available. Call 682-2587.

Bethlehem, Pointe North. Four BR, 2-1/2 bath, 2 yr old home, fully decorated, window treatments, many extra features. Heat pump, central A/C, great neighborhood, near recreational facilities. Call 694-9039.

Lot for sale, 1-1/2 acres, in Center Valley, close to Rt 309 and I-78. Call 867-5833.

Quality-built 2 year-old home in Whitehall School District, 3BR, 2 bath, 2 car attached garage, LR, DR, FR, neutral colors, heat pump with central AC, wood

deck, privacy, view, appliances included, move-in condition, financial assistance available, owner moving. Call 262-1415.

Wanted

A good home and TLC for Max the Cat. He is part persian, white and black, neutered, litter trained, all shots and very affectionate. Call 965-2024.

A variety of baby items wanted. Swing, car seat, infant clothing, etc. along with any "Winnie the Pooh" items. Call 395-8298.

Bicycle trailer to pull behind adult bicycle. Specifically designed for children to ride in. Call 797-0287.

Services

Winter got you down? Brighten your home with fresh paint or wallpaper. Free estimate. Call 760-1178.

All kinds of alterations and repairs. Call 965-2327.

Construction — all types. Remodeling, electric, plumbing, masonry, concrete, excavating, septic systems, replacement windows. 25 years experience, fully insured, references available. Call 285-2840.

S&D General Contracting. New construction, remodeling, roofing and siding. Call 298-3369.

R&R Poultry and delicatessen. Farm fresh poultry, eggs. Homemade turkey and chicken sausage, poultry deli items and much more. Call 262-8331.

Childcare in a nurturing and creative environment, my home. Activities. References available. Call 262-1872.

Mother with elementary ed. degree will babysit in my Emmaus home. Ages 2 and up, \$2/hour. Call 967-1796.

Learn to sail — small and large boat handling and windsurfing. Classroom and on the water instruction by members of the Windward Sailing Club LCC. Five Mondays, April 20-May 18, 7 to 9:30 p.m. Fee: \$36. Call 799-1371.

All natural weight loss program. Lose 10-29 lbs a month, 100 percent money back guaranteed. Call 691-8545.

Free

Free to good home — loving and playful Shetland sheepdog, male, 2-1/2 years old, neutered, owner moving. Call 262-1415.

The Marketplace is provided as a free service to employees of HEI/TAH—LVHC, and is published in the first edition of *CheckUp* each month.

All submissions must be on the attached form, and must include the employee's name, department and a daytime phone number. Submissions without this information will be discarded. **Only employees, volunteers or staff physicians may submit items for publication.**

Marketplace ads may only be run for two consecutive months and will not be accepted for re-publication until an additional two months have passed. We reserve to reject, revise or edit submissions and publication does not constitute an endorsement of product or service.

Send submissions to Public Relations, 1243 S. Cedar Crest Blvd., Attn: Marketplace.

Deadline for the March Marketplace is Feb. 29

Marketplace Submission

Check Category: ☐ Items for Sale ☐ Vehicles for Sale

☐ Real Estate for Sale ☐ For Rent ☐ Wanted ☐ Services

Copy (Please print or type): _____

Home Phone (will appear in ad) _____

Submitted by: _____

Department _____ DAYTIME phone _____